

Conversion Arrangement for ISO 10002:2014

The International Organization for Standardization (ISO) has officially released the ISO 10002:2014 standard on 17 July 2014. The details of changes are listed as below table shown:

ISO 10002 version	ISO 10002:2004	ISO 10002:2014
Difference	Not including relationship with ISO 10001, ISO 10003 and ISO 10004.	Added relationship with: ISO 10001 - Guidance on codes of conduct ISO 10003 - Guidance on the resolution of disputes ISO 10004 - Guidance on establishing effectiveness processes for monitoring and measuring customer satisfaction.

HKQAA will provide a one year transition period for the organizations certified to ISO 10002:2004 standard convert to ISO 10002:2014 standard starting from 1 December 2014. All organizations shall be upgraded to ISO 10002:2014 on or before 31 December 2015.

We will endeavor to assist and ensure our clients a smooth transition to the new standard. As there are no significant substantive changes to ISO 10002:2014 standard, no conversion training is required to the certified ISO 10002 clients.

A 'Frequently Asked Questions - For the conversion to ISO 10002:2014' is also posted in our web site for your reference.

Should you have any further inquiry, please free feel to contact us.